

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Hartmann's Inc

#### Texas Manufacturing Assistance Center

#### Hartmann's Achieves Iso 9001:2000 Certification

##### Client Profile:

Hartmann's, Inc., is an Abilene, Texas manufacturer of custom-machined and fabricated products. The solely-owned company employs 19 people and has been in operation since 1983. Customers include companies in the aerospace, medical, and oil field industries.

##### Situation:

Hartmann's recognized the potential benefits of ISO 9000 registration, such as expanded markets and improved operations. However, the company hesitated to pursue registration because of its lack of familiarity with the standard and ISO 9000's reputation for creating excessive paperwork. Based on a recommendation from another Texas manufacturer, Hartmann's contacted the Texas Manufacturing Assistance Center (TMAC), a NIST MEP network affiliate. TMAC met with management to outline the requirements of an ISO implementation. When Hartmann's learned that the process could actually be very straightforward, the company decided to pursue an ISO registration.

##### Solution:

TMAC met with Hartmann's every other week to monitor progress and guide the company through the next step of implementation. TMAC explained the requirements to Hartmann's staff, who then exchanged ideas on how to change processes to meet ISO requirements. Though Hartmann's is a very well-run company, a more rigorous inspection revealed opportunities to refine its processes and aim for a higher level of performance. TMAC systematically guided Hartmann's through the process of changing and documenting every process to comply with the ISO standard. In November 2002, the company received its ISO 9001:2000 certification.

##### Results:

Achieved ISO 9001:2000 certification.

Improved on-time performance by 30 percent.

Invested \$30,000 in calibration system improvements.

Applied standards to lead time, customer returns, and customer satisfaction.

##### Testimonial:

"Although it wasn't easy, I would definitely do it again. I would especially

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recommend that any company thinking about ISO 9000 talk to the Texas Manufacturing Assistance Center. Their staff is very knowledgeable, attentive, and as good as their word. I am totally satisfied with the TMAC program and plan on using it again."

Patricia Hartmann, President